


# DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY

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The seal of the Defense Logistics Agency is a circular emblem. It features a globe in the background with a yellow banner arched across the top that reads "LOGISTICS". In the center is an eagle with its wings spread, perched on a shield with vertical red and white stripes. The shield is set against a blue background with white stars. The words "DEFENSE" and "LOGISTICS" are also visible on the sides of the seal.

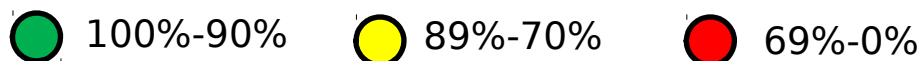
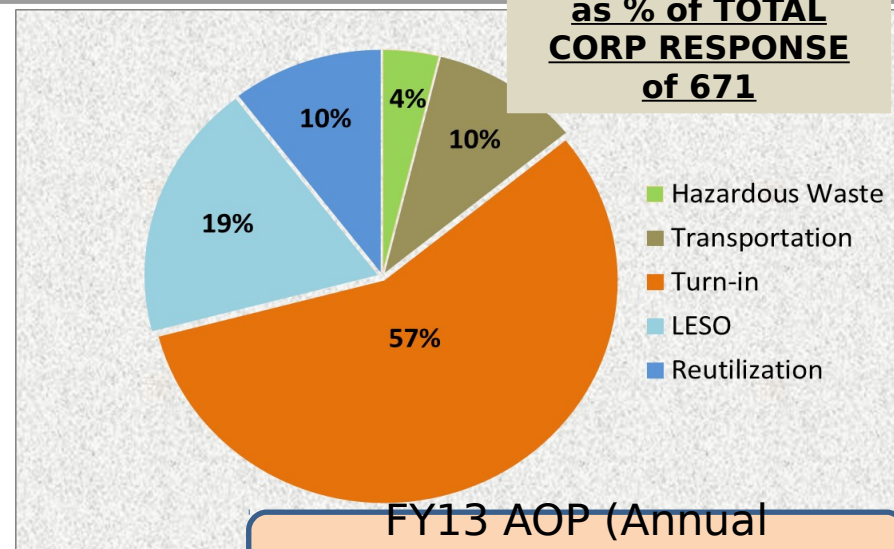
## **2<sup>nd</sup> Quarter FY13 Customer Survey Results Executive Board**

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May 2013



# 2<sup>nd</sup> Quarter ICE Survey High Level Summary

Business Area	Possible Respondents	Responses
Hazardous Waste Disposal	257	26
Transportation	1,691	69
Turn-in	9,304	381
Law Enforcement Support Office (LESO)	4,900	125
Reutilization	944	70
<b>TOTALS:</b>	<b>17,096</b>	<b>671</b>



Business Area	1 <sup>st</sup> Qtr % Satisfied	2 <sup>nd</sup> Qtr % Satisfied	3 <sup>rd</sup> Qtr % Satisfied	4 <sup>th</sup> Qtr % Satisfied	R/Y/G
Hazardous Waste Disposal	85%	90%			●
Transportation	87%	86%			●
Turn-in	93%	93%			●
Law Enforcement Support Office (LESO)	90%	90%			●

FY13 AOP (Annual Operating Plan)  
Response Rate Goal is 16%

Overall Response Rate  
2<sup>nd</sup> Qtr. = 4%











Overall Satisfaction Rate  
2<sup>nd</sup> Qtr = 91%

FY13 AOP Goal is 90%



# Standard RBI Questions

## 2<sup>nd</sup> Qtr. Results

100-90%		89%-70%	69%-0%	HW DISP (26)	TRANS (69)	TURN-IN (381)	LESO (125)	REUT (70)
Question				2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey
RBI1. How would you rate our communicating info about our new systems				 15%/***(17 of 20)	 75%/***(40 of 53)	 77%/***(239 of 310)	 50%/***(53 of 105)	 70%/***(40 of 57)
--Very good				(7) 35%/***	(18) 34%/***	(111) 36%/***	(11) 10%/***	(16) 28%/***
--Good				(10) 50%/***	(22) 42%/***	(128) 41%/***	(42) 40%/***	(24) 42%/***
--Fair				(1) 5%/***	(10) 19%/***	(45) 15%/***	(28) 27%/***	(13) 23%/***
--Poor				 (2) 10%/***	 4%/***	 (9) 6%/***	 (13) 12%/***	 (4) 4%/***
--Very poor				(0) 0%/***	(1) 2%/***	(7) 2%/***	(11) 10%/***	(2) 4%/***
RBI2. How would your experience in gaining access to the new systems		=100%		78%/***(7 of 9)	61%/***(28 of 46)	70%/***(183 of 262)	26%/***(26 of 101)	56%/***(32 of 57)
--Very good		Not factored into calculations		(4) 20%/***	(11) 19%/***	(64) 20%/***	(2) 2%/***	(13) 21%/***
--Good				(3)	(17)	(119)	(24)	(19)



# Standard RBI Questions (cont.)

## 2<sup>nd</sup> Qtr Results

100-90%	89%-70%	69%-0%	HW DISP (26)	TRANS (69)	TURN-IN (381)	LESO (125)	REUT (70)	
Question			2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	
RBI3. How would you rate your experience in using the new RTD WEB			0%/***(4 of 5)	3%/***(24 of 38)	0%/***(160 of 229)	3%/***(30 of 90)	5%/***(36 of 55)	
--Very good	=100%	Not factored into calculations	(3) 18%/***	(9) 16%/***	(54) 17%/***	(3) 3%/***	(10) 16%/***	
--Good			(1) 6%/***	(15) 27%/***	(106) 33%/***	(27) 24%/***	(26) 41%/***	
--Fair			(0) 0%/***	(8) 15%/***	(46) 15%/***	(26) 23%/***	(8) 13%/***	
--Poor	=100%	Not factored into calculations	(0) 0%/***()	(1) 2%/***()	(9) 3%/***()	(13) 2%/***()	(4) 6%/***()	
--Very poor			(1) 6%/***	(5) 9%/***	(14) 4%/***	(21) 19%/***	(7) 11%/***	
--Have not used it yet			71%/***	31%/***	28%/***	20%/***	13%/***	
RBI4. How would you rate your experience in using the new ETID			78%/***(7 of 9)	60%/***(21 of 35)	80%/***(192 of 241)	39%/***(7 of 18)	77%/***(20 of 26)	
--Very good	Not factored into calculations		(3) 15%/***	(9) 17%/***	(74) 23%/***	(0) 0%/***	(8) 16%/***	



# Standard RBI Questions (cont.)

## 2<sup>nd</sup> Qtr Results

<div>100-90%</div> <div>89%-70%</div> <div>69%-0%</div>			HW DISP (26)	TRANS (69)	TURN-IN (381)	LESO (125)	REUT (70)
Question			2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey
RBI5. How would you rate your experience using EDOCS for retrieving your DD1348-1s			50%/***(4 of 8)	59%/***(19 of 32)	77%/***(159 of 207)	50%/***(6 of 12)	64%/***(18 of 28)
--Very good	=100%	Not factored into calculations	(2) 11%/***	(8) 15%/***	(66) 21%/***	(0) 0%/***	(9) 17%/***
--Good			(2) 11%/***	(11) 20%/***	(93) 30%/***	(6) 7%/***	(9) 17%/***
--Fair			→ (2) 11%/***	(7) 13%/***	(33) 11%/***	(3) 3%/***	(6) 12%/***
--Poor			(2) 10%/***	(2) 4%/***	(9) 3%/***	(0) 0%/***	(2) 4%/***
--Very poor			(0) 0%/***	(4) 7%/***	(6) 2%/***	(3) 3%/***	(2) 4%/***
--Have not used it yet			56%/***	41%/***	34%/***	86%/***	46%/***
RBI6. How would you rate your experience in using the new Scheduler system to schedule trucks			75%/***(3 of 4)	68%/***(25 of 37)	73%/***(148 of 202)	57%/***(4 of 7)	58%/***(11 of 19)
--Very good	=100%	Not factored into calculations	→ (2) 14%/***	(6) 10%/***	(66) 21%/***	(0) 0%/***	(7) 15%/***



# Standard RBI Questions (cont.)

## 2<sup>nd</sup> Qtr Results

100-90%

89%-70%

69%-0%

	HW DISP (26)	TRANS (69)	TURN-IN (381)	LESO (125)	REUT (70)
Question	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey
<b>RBI7. How has the overall svc from your local site been since deployment of RBI</b>	<b>83%/***</b> (13 of 14)	<b>82%/***</b> (41 of 50)	<b>90%/***</b> (242 of 269)	<b>70%/***</b> (51 of 73)	<b>72%***</b> (33 of 46)
--Better than before	(2) 14%/***	(12) 24%/***	(97) 36%/***	(20) 27%/***	(15) 33%/***
--Same as before	(11) 79%/***	(29) 58%/***	(145) 54%/***	(31) 42%/***	(18) 39%/***
--A little worse	(1) 7%/***	(6) 12%/***	(12) 4%/***	(11) 15%/***	(7) 15%/***
--Much worse	(0) 0%/***	(3) 6%/***	(12) 4%/***	(10) 14%/***	(6) 13%/***
--Worse but getting better	(0) 0%/***	(0) 0%/***	(3) 1%/***	(1) 1%/***	(0) 0%/***





# Standard ICE Questions

## 2<sup>nd</sup> Qtr Results

● 5.00-4.00

● 3.99-2.75

● 2.74-0

Please rate these areas on a scale of: Excellent (5.0)/Good (4.0)/Okay (3.0) /Poor (2.0)/Awful (1.0)

100-90%

89%-70%

69%-0%

**HW Disp  
(26)**

**TRANS  
(69)**

**TURN-IN  
(381)**

**LESO  
(125)**

**REUT  
(70)**

**Question**

**2<sup>nd</sup> /4<sup>th</sup> Qtr  
Survey**

**2<sup>nd</sup> /4<sup>th</sup> Qtr  
Survey**

**2<sup>nd</sup> /4<sup>th</sup> Qtr  
Survey**

**2<sup>nd</sup> /4<sup>th</sup>  
Qtr  
Survey**

**2<sup>nd</sup> /4<sup>th</sup>  
Qtr  
Survey**

Facility Appearance

4.07/\*\*\*\*

4.00/\*\*\*\*

4.09/\*\*\*\*

4.01/\*\*\*\*

4.09/\*\*\*\*

Employee  
Staff/Attitude

4.00/\*\*\*\*

4.06/\*\*\*\*

4.09/\*\*\*\*

4.00/\*\*\*\*

4.03/\*\*\*\*

Timeliness of Service

4.09/\*\*\*\*

4.00/\*\*\*\*

4.02/\*\*\*\*

3.97/\*\*\*\*

4.08/\*\*\*\*

Hours of Service

4.26/\*\*\*\*

4.02/\*\*\*\*

4.09/\*\*\*\*

3.97/\*\*\*\*

4.23/\*\*\*\*

Did the product or  
service meet your  
needs?

100%/\*\*\*\*

95%/\*\*\*\*

95%/\*\*\*\*

93%/\*\*\*\*

100%/\*\*\*  
\*

Overall Satisfied

90%/\*\*\*\*

86%/\*\*\*\*

92%/\*\*\*\*

90%/\*\*\*\*

84%/\*\*\*\*



# PROXIMITY ANALYSIS

100-90%

89%-70%

69%-0%

	HW DISP	TRANS	TURN-IN	LESO (104)	REUT
G3. Is there a DS site w/in 15 miles of you	22%/***	57%/***	66%/***	12%/***	63%/***
Said <b>"YES"</b> to a site being within 15 miles	2nd/4th ● Qtr	2nd/4th ● Qtr	2nd/4th ● Qtr	2nd/4th ● Qtr	2nd/4th ● Qtr
G10. How easy is it to do business with DLA Disp Svcs	60%/*** (3 of 5)	84%/*** (26 of 31)	78%/*** (166 of 212)	91%/*** (10 of 11)	82%/*** (27 of 33)
--Very easy	(3) 60%/***	(16) 52%/***	(110) 52%/***	(7) 64%/***	(14) 42%/***
--Somewhat Easy	(4) 0%/*** ●	(10) 32%/*** ●	(56) 26%/*** ●	(3) 27%/*** ●	(13) 40%/*** ●
--Neutral	(0) 0%/***	(2) 6%/***	(29) 14%/***	(1) 9%/***	(1) 3%/***
--Not easy at all	(2) 40%/*** ●	(3) 10%/*** ●	(17) 8%/*** ●	(0) 0%/*** ●	(5) 15%/*** ●
Were you satisfied with your experience?	80%/*** (4 of 5)	93%/*** (27 of 29)	91%/*** (203 of 223)	100%/*** (10 of 10)	87%/*** (30 of 34)
Said <b>"NO"</b> to a site being within 15 miles	78%/***	43%/***	34%/***	88%/***	37%/***
G10. How easy is it to do business with	100%/*** ●	75%/*** ●	82%/*** ●	93%/*** ●	71%/*** ●





# Standard DLA Disp Svc Questions

## 2<sup>nd</sup> Qtr Results

100-90%

89%-70%

69%-0%

**HW  
DISP  
(26)**

**TRANS  
(69)**

**TURN-IN  
(381)**

**LESO  
(125)**

**REUT  
(70)**

### Question

**2<sup>nd</sup> /4<sup>th</sup>  
Qtr  
Survey**

**2<sup>nd</sup> /4<sup>th</sup>  
Qtr  
Survey**

**2<sup>nd</sup> /4<sup>th</sup>  
Qtr  
Survey**

**2<sup>nd</sup> /4<sup>th</sup>  
Qtr  
Survey**

**2<sup>nd</sup> /4<sup>th</sup>  
Qtr  
Survey**

#### G5. Which DLA Disposition Services personnel are you rating today

--HQ Battle Creek

5%/\*\*\*

15%/\*\*\*

2%/\*\*\*

12%/\*\*\*

17%/\*\*  
\*


--Field location

86%/\*\*\*

61%/\*\*\*

85%/\*\*\*

43%/\*\*\*

61%/\*\*  
\*  



--Both

10%/\*\*\*

24%/\*\*\*

13%/\*\*\*

45%/\*\*\*

22%/\*\*  
\*  


#### G6. Information on website helpful

**86%/\*\***  
\*

**84%/\*\*\***

**89%/\*\*\***

**69%/\*\***  
\*

**74%/\*\***  
\*

#### G7. Responsive to messages left

**87%/\*\***  
\*

**68%/\*\*\***

**75%/\*\*\***

**69%/\*\***  
\*

**72%/\*\***  
\*

--Within 4 hours

57%/\*\*\*

23%/\*\*\*

27%/\*\*\*

19%/\*\*\*

28%/\*\*  
\*

--Within 1 day

30%/\*\*\*

45%/\*\*\*

48%/\*\*\*

50%/\*\*\*

44%/\*\*  
\*



# Standard DLA Disp Svc Questions (cont.)

## 2<sup>nd</sup> Qtr Results

100-90%

89%-70%

69%-0%

HW DISP  
(26)

TRANS  
(69)

TURN-IN  
(381)

LESO  
(125)

REUT  
(70)

### Question

**G8. Consistency when stating  
Disposition Services Procedures**

83%/\*\*\*

87%/\*\*  
 \*

91%/\*\*  
 \*

84%/\*\*\*

86%/\*\*\*

**G8a. Who was the inconsistency  
between**

--Employees at two field sites

25%/\*\*\*

0%/\*\*\*

9%/\*\*\*

13%/\*\*\*

13%/\*\*\*

--Two or more employees at one site

0%/\*\*\*

0%/\*\*\*

33%/\*\*\*

0%/\*\*\*

13%/\*\*\*

--HQ personnel and field site

25%/\*\*\*

22%/\*\*\*

21%/\*\*\*

25%/\*\*\*

38%/\*\*\*

--Other

0%/\*\*\*

44%/\*\*\*

18%/\*\*\*

19%/\*\*\*

13%/\*\*\*

--All of the above

50%/\*\*\*

33%/\*\*\*

18%/\*\*\*

44%/\*\*\*

25%/\*\*\*

**G9. Competency in resolving  
problems**

0%/\*\*\*

2%/\*\*  
 \*

1%/\*\*  
 \*

50%/\*\*\*

7%/\*\*\*

--Very Good

58%/\*\*\*

38%/\*\*\*

39%/\*\*\*

16%/\*\*\*

26%/\*\*\*

--Good

29%/\*\*\*

34%/\*\*\*

42%/\*\*\*

40%/\*\*\*

41%/\*\*\*

--Fair

8%/\*\*\*

20%/\*\*\*

13%/\*\*\*

27%/\*\*\*

22%/\*\*\*

--Poor

4%/\*\*\*

2%/\*\*\*

4%/\*\*\*

11%/\*\*\*

7%/\*\*\*

--Very Poor

0%/\*\*\*

7%/\*\*\*

2%/\*\*\*

6%/\*\*\*

4%/\*\*\*



# Standard DLA Disp Svc Questions (cont.)

## 2<sup>nd</sup> Qtr Results

100-90%

89%-70%

69%-0%

	HW DISP (26)	TRANS (69)	TURN- IN (381)	LESO (125)	REUT (70)
Question	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> / 4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> / 4 <sup>th</sup> Qtr Survey	2 <sup>nd</sup> /4 <sup>th</sup> Qtr Survey
<b>G10. How easy is it to do business with DLA Disp Svcs</b>	<b>92%/**</b> *	<b>80%/**</b> *	<b>81%/**</b> *	<b>56%/**</b> *	<b>80%/***</b> 
--Very easy	54%/***	47%/***	53%/***	18%/***	40%/***
--Somewhat easy	38%/***	33%/***	28%/***	38%/***	40%/***
--Neutral	0%/***	7%/***	13%/***	23%/***	4%/***
--Not easy at all	8%/***	13%/***	6%/***	22%/***	17%/***
<b>G11. Does DLA Disp Svcs make you feel valued as a customer</b>	<b>91%/**</b> *	<b>87%/**</b> *	<b>89%/**</b> *	<b>72%/**</b> *	<b>78%/***</b> 
<b>G12. If you answered a previous survey, were your concerns fully addressed</b>	<b>86%/**</b> *	<b>87%/**</b> *	<b>80%/**</b> *	<b>64%/**</b> *	<b>67%/***</b> 



# Hazardous Waste Customers

100%-90% 89%-70% 69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Survey	2 <sup>nd</sup> Qtr Survey	3 <sup>rd</sup> Qtr Survey	4 <sup>th</sup> Qtr Survey
<b>HW1. In the past six months, has your activity recycled or disposed of ALL of your HM/HW through DLA Disp Svcs (25)</b>	<b>67%</b>	<b>80%</b>		
<b>HW1a. What was the reason for not using us (5)</b>				
--Cost (1)	67%	20%		
--Convenience(2)	0%	40%		
--Timeliness(1)	8%	20%		
--Other (please explain in the comments section at end of survey) (1)	25%	20%		
<b>HW2. In the last six months, have you retrieved hazardous waste information from the Disposition Services web based reporting system (21)</b>	<b>19%</b>	<b>43%</b>		
<b>HW2a. If you answered yes, how would you rate your experience in retrieving this information (9)</b>	<b>67%</b>	<b>56%</b>		



# Hazardous Waste Customers

100%-90% 89%-70% 69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Surv ey	2 <sup>nd</sup> Qtr Surv ey	3 <sup>rd</sup> Qtr Surv ey	4 <sup>th</sup> Qtr Surv ey
<b>HW3. Does your COR offer assistance for completing turn-in documentation needed to order services under your waste disposal contract (21)</b>	<b>89%</b>	<b>90%</b>		
<b>HW4. Were questions pertaining to HW disposal services resolved to your satisfaction (18)</b>	<b>88%</b>	<b>89%</b>		
--All of the time (14)	46%	78%		
--Most of the time (2)	42%	11%		
--Some of the time (2)	12%	11%		
--Never (0)	0%	0%		



# Transportation Customers

100%-90% 89%-70% 69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Survey	2 <sup>nd</sup> Qtr Survey	3 <sup>rd</sup> Qtr Survey	4 <sup>th</sup> Qtr Survey
<b>TR1: On average, how long is it from when you submit your transportation request to when you receive notification of your pick up date (48)</b>	<b>37%</b>	<b>44%</b>		
--0-5 days (21)	37%	44%		
--6-10 days (14)	30%	29%		
--11-15 days (6)	16%	13%		
--More than 15 days (7)	17%	15%		
<b>TR2: Does the average time from submitting a transportation request to truck arrival meet your requirements (42)</b>	<b>79%</b>	<b>83%</b>		
<b>TR3: Did you receive your CBL 24-48 hours prior to the truck arriving for pick up (43)</b>	<b>87%</b>	<b>88%</b>		
<b>TR4: If you experienced an issue with shipping, was it corrected by the Transportation Scheduling office to your satisfaction (26)</b>	<b>87%</b>	<b>81%</b>		





# Turn-In Customers

100%-90% 89%-70% 69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Survey	2 <sup>nd</sup> Qtr Survey	3 <sup>rd</sup> Qtr Survey	4 <sup>th</sup> Qtr Survey
<b>TI1: Does the avg time from requesting an appointment for turn-in at your Disp Svcs site to the actual turn-in date meet your requirements (326)</b>	<b>83%</b>	<b>80%</b>		
<b>TI2: Have you turned in property at a Disp Svcs site and been sent back or called back later to come get the property due to problems (320)</b>	<b>21%</b>	<b>18%</b>		
<b>TI2a: What was the reason given (55)</b>				
--Improper or lack of paperwork (30)	49%	55%		
--Truck was considered unsafe to unload (2)	3%	4%		
--Radiation was detected (0)	3%	0%		
--Hours of operation issues (3)	4%	5%		



# Transportation/Turn-In Combined Questions

100%-90% 89%-70% 69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Survey Trans/ Turn-in	2 <sup>nd</sup> Qtr Survey Trans/ Turn-in	3 <sup>rd</sup> Qtr Survey Trans/ Turn-in	4 <sup>th</sup> Qtr Survey Trans/ Turn-in
T&T1: If using the Electronic Turn-In Document (ETID) system did you find it valuable (30 Trans/219 Turn-in = 249) 237Y	95%/91% 92%	93%/95% 95%		
T&T2: If you've been using ETID, have you been receiving your ETID approvals in time to meet your internal requirements (25 Trans/212 Turn-in = 237) 217Y	80%/89% 88%	88%/92% 92%		
T&T3: If you agreed to have Receipt in Place (RIP) property, did 69%-0% the 89%-70% u 100%-90%r property removal from your location (23 Trans/67 Turn-in = 90) 83Y	83%/91% 89%	91%/93% 92%	<div>"Yes" is bad</div> <div>←</div>	
T&T3a: If no to the previous question, was the amount of additional time you kept property > 20 days (6 Trans/21 Turn-in = 27) 18Y	76%/73% 74%	67%/67% 67%		



# Transportation/Turn-In Combined Questions

100%-90%

89%-70%

69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Survey Trans/ Turn-in	2 <sup>nd</sup> Qtr Survey Trans/ Turn-in	3 <sup>rd</sup> Qtr Survey Trans / Turn-in	4 <sup>th</sup> Qtr Survey Trans / Turn-in
<b>T&amp;T5: How important is it to be able to retrieve your EDOCs copies of the DD1348-1A vs using the unsigned one as your official record (40 Trans/222 Turn-in = 262)</b>	<b>84%/81% 82%</b>	<b>83%/81% 81%</b>		
--Very important (30 Trans/130 Turn-in = 160)	64%/61% %	75%/59% %		
--Somewhat important (3 Trans/49 Turn-in = 52) 160+52=212 212/262=81%	20%/20% %	8%/22%		
--Neutral (3 Trans/32 Turn-in = 35)	8%/14% %	8%/14%		
--Not that important (2 Trans/8 Turn-in = 10)	6%/4%	5%/4%		
--Don't care at all (2 Trans/3 Turn-in = 5)	1%/1%	5%/1%		
<b>T&amp;T6: If you required assistance from Disp Svcs on</b>	<b>85%/8</b>	<b>86%/89</b>		



# LESO Customers

100%-90% 89%-70% 69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Survey	2 <sup>nd</sup> Qtr Survey	3 <sup>rd</sup> Qtr Survey	4 <sup>th</sup> Qtr Survey
<b>L1: Did you find it easy to enroll as a participant in the Law Enforcement Support Office (LESO - also known as the 1033) program (115)</b>	<b>65%</b>	<b>57%</b>		
<b>L2: Do you find it easy to search for property on the RTD website (107)</b>	<b>57%</b>	<b>50%</b>		
<b>L3: Does the LESO website provide you with adequate information and tools for your 1033 program (104)</b>	<b>60%</b>	<b>48%</b>		
<b>L4: What can LESO do better to increase your agency's capabilities and readiness (101)</b>				
--More photos (20)	<b>24%</b>	<b>20%</b>		
--Better property descriptions (3)	<b>5%</b>	<b>3%</b>		
--All of the above (61)	<b>54%</b>	<b>60%</b>		



# Reutilization Customers

100%-90% 89%-70% 69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Survey	2 <sup>nd</sup> Qtr Survey	3 <sup>rd</sup> Qtr Survey	4 <sup>th</sup> Qtr Survey
<b>R1: Do you find it easy to screen and requisition property on our website (53)</b>	<b>55%</b>	<b>72%</b>		
<b>R2: Were you able to obtain the property you required (47)</b>	<b>66%</b>	<b>74%</b>		
<b>R3: If you required assistance during the screening/requisition process, did you get the help you needed (37)</b>	<b>74%</b>	<b>52%</b>		
--All of the time (14)	41%	38%		
--Most of the time (5)	33%	14%		
--Some of the time (12)	20%	32%		
--Never (6)	7%	16%		
<b>R4: Was the property delivered by the Required Delivery Date (RDD)(30)</b>	<b>82%</b>	<b>87%</b>		
<b>R4a: If "no" to the previous question, was</b>	<b>45%</b>	<b>33%</b>		



# Reutilization Customers

100%-90% 89%-70% 69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

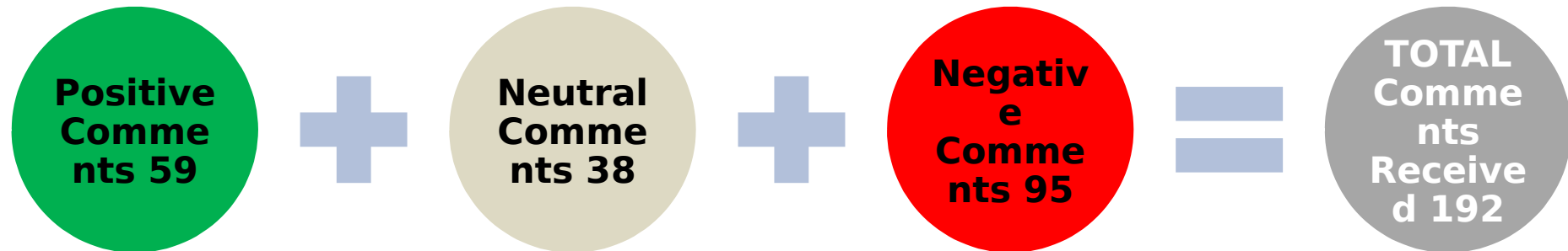
Question	1 <sup>st</sup> Qtr Surv ey	2 <sup>nd</sup> Qtr Surv ey	3 <sup>rd</sup> Qtr Surv ey	4 <sup>th</sup> Qtr Surv ey
<b>R5: What can we do better to increase your agency's capabilities and readiness (40)</b>				
--More Photos (16)	18%	40%		
--Better property descriptions (2)	12%	5%		
--All of the above (13)	42%	33%		
--Nothing more (4)	9%	10%		
--Other, please explain in the comments section (5)	19%	13%		





# OVERALL COMMENT SYNOPSIS

49% of comments were *negative*  
51% *positive* or *neutral*



- 110 Compliments of employees and sites/staffs
- 72 CRM tickets generated as a result of 2nd Qtr comments

**85% answered within  
DLA tolerances - right at  
goal.**



# RBI COMMENT SYNOPSIS

- Cannot tell if been awarded property or not. Messages from system unclear.
- Access issues and time associated with 'just getting in'.
- Need more and/or better training on new systems.
- New system much less user-friendly than old.

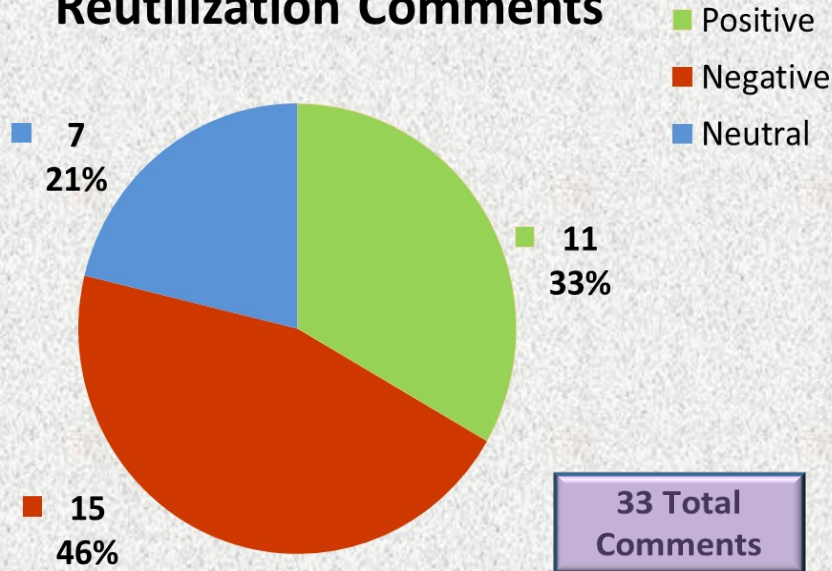
***Although many complaints about RBI - a lot were coupled with compliments of staff and an understanding that it was beyond our control.***

**True w/both customer groups**

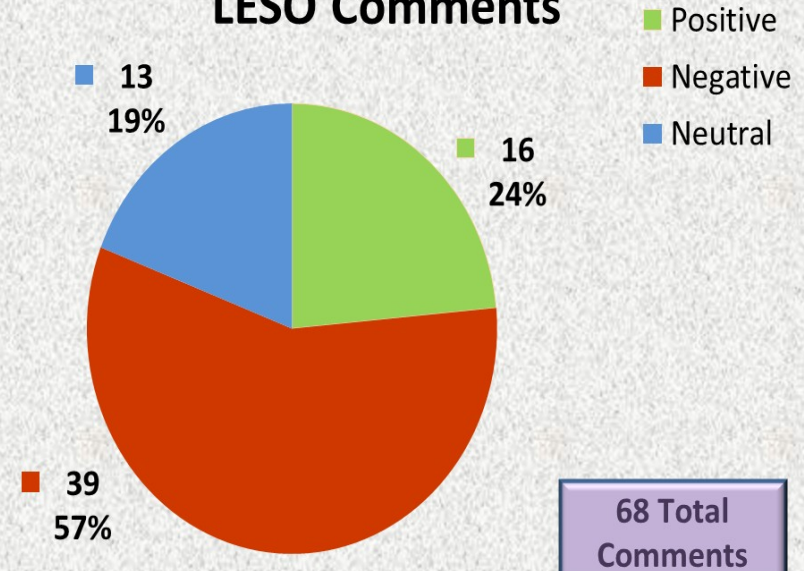


# CUSTOMER COMMENTS SUMMARY

## Reutilization Comments



## LESO Comments



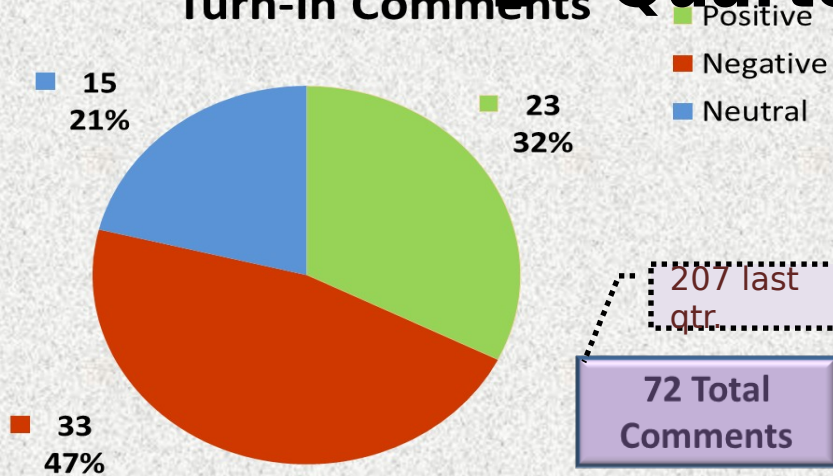
## Sample Reutilization and LESO Topics:

- Requisition process confusing:
  - System messages are unclear about whether they are getting the item or not
  - Rejected with no explanation as to why
- Even less information (descriptions/photos) about property than before.

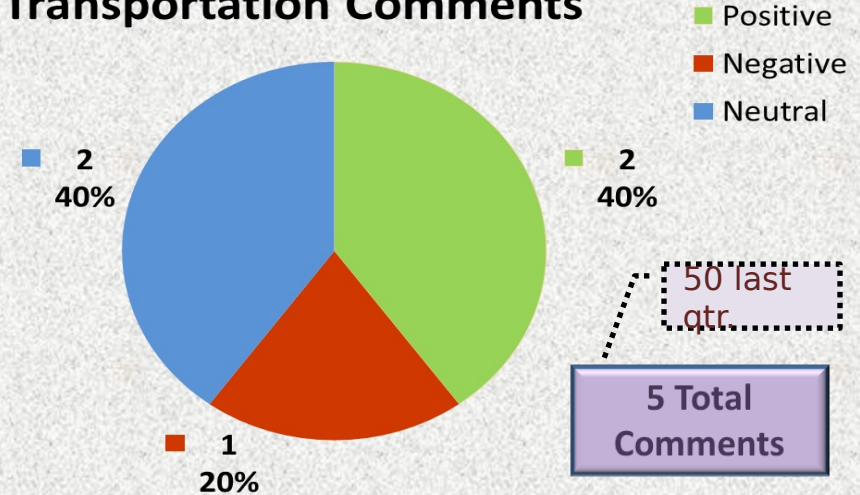


# CUSTOMER COMMENTS SUMMARY

## Turn-In Comments 2<sup>nd</sup> Quarter



## Transportation Comments



***Special (between cycle) Transportation Survey seemed to significantly impact results here.***

### **Sample Turn-in and Transportation Topics:**

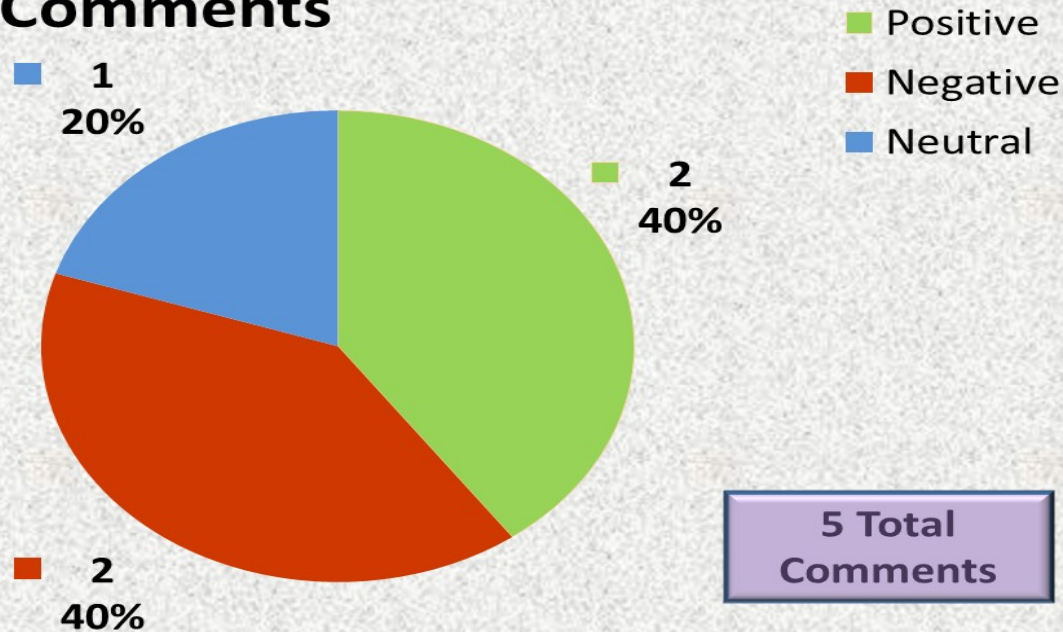
- Holding on to property too long/waiting for weeks or longer for appointments.
- Sites understaffed and too busy - property backed up
- More customer training is needed - ETID, paperwork requirements, etc.



# CUSTOMER COMMENTS SUMMARY

2nd Quarter FY13 (cont.)

## HW Comments



### Sample Topics:

- No significant comments - just comments on site, etc.



# Outstanding Personnel

## Employees complimented by name in survey comments:

### **EAST**

- Edith Butler (Twice) Bragg
- Joe Williams (Twice) Bragg
- Leroy Goal (Twice) Bragg
- Natalie Morris Bragg
- Roosevelt Tennison Bragg
- David Morgan Buchanan
- Marny Harrison Cape Canaveral
- Jessica Perez (Twice) Cherry Point
- Richard Streath Cherry Point
- Tim Jarvis Cherry Point
- Robert Strickland Cherry Point
- Steven Fox Cherry Point
- Chris Newlund Dix
- John Carter Jackson
- Doug Wilson (Twice) Jackson
- Robert Sloan Jackson
- Chris Tataru Jackson
- Leslie Jacksonville
- Justin Rancher Lejeune
- Ron Chavez Lejeune
- 

### **MID AMERICA**

- Homer Brown Columbus
- John Reed Great Falls
- Bobby Wyatt Great Falls
- Chris Rice Hood
- Debra Leblue Hood
- Joe Jackson Hood
- John Brown Hood
- Gary Morehead Knox
- Audrey Florek Knox
- Debra Hurt Knox
- John Simmons Polk

### **MID AMERICA con'd**

- Sherrill Benson (Twice) Rock Island
- Tracy Rock Island
- Jett Cates Scott
- Ellen Swensen Selfridge
- Edward Anderson Sill
- Scott Humberg Sparta
- Hugh Walton Texarkana

### **WEST**

- Michele Clay Colorado Springs
- Steve Fernandez Kirtland
- Margret Jones Nellis
- Jose Agurrie Pendleton
- Eric Price Pendleton
- Olivia Smith Pendleton
- Juan Garcia Pendleton

### **EUROPE/AFRICA**

- Omar Khlifi Aviano
- William Limberis Aviano
- Sahin Filiz Incirlik

### **PACIFIC**

- Johnny Cundiff Guam
- Quejado Edel Sagami

### **HQ**

- Tammie Mejia J-411





# Outstanding Sites

Sites complimented by name in survey comments:

## EAST

- Bragg
- Eglin **(3 Times)**
- Jacksonville **(4 Times)**
- Meade **(3 Times)**

## MID AMERICA

- Benning
- Columbus **(3 Times)**
- Ellsworth
- Great Lakes
- Riley
- Rock Island **(Twice)**
- San Antonio **(Twice)**
- Scott
- Sill

## WEST

- Colorado Springs **(4 Times)**
- Fairbanks
- Holloman
- Lewis
- Pendleton
- San Diego
- Tucson

## EUROPE/AFRICA

- Mainz Kastel
- Molesworth
- Schweinfurt (Twice)

## PACIFIC

- Hawaii



# Sample Site Comments

*Locations complimented by name in survey comments:*

★  
The personnel at DLA  
Disposition services  
Molesworth were  
extremely helpful and took  
the time to assist with my  
turn-in. ★

★  
The personnel  
at Hill DS are  
very helpful,  
courteous, and  
a pleasure to  
work with. ★

★  
I have stories on top  
of stories from  
contacting Hawaii  
DRMO...Thanks for  
going BEYOND your  
jobs. ★

★  
Hats off to Anniston  
for a very reliable  
staff. ★  
We appreciate DLA  
Disposition Services in  
Columbus OH. The  
employees at that location  
were very helpful. ★

★  
Electronic system is easy  
to use and John and  
Bobby at the Great Falls  
site are awesome to deal  
with. ★

★  
The staff at the Fort Sill  
Disposition Services are  
outstanding. ★

★  
I think Ft  
Meade is doing  
an excellent  
job in the  
property turn-  
in process  
always ★

The personnel  
at Ellsworth  
are great to  
work with. ★

★  
Ft. Jackson staff  
are excellent ★



# Other Comments ...

POS/NEG  
LESS is good. Staff in Tucson are great. The AMPS system is a HORRIBLE NIGHTMARE, I cannot get it to work and have stopped screening as a result.

POS  
Each DLA Disposition service that I have worked with has been very helpful and that is KNOX and SCOTT.

NEU

When submitting turn-in documents I do not get a email confirmation when the been app

NEU  
We have been unable to access the system, we have been told by our state coordinator that Texas has been suspended from the

POS  
The Cherry Point team are always helpful.

NEG

Without photos or better description its almost a waste of time to drive five hours just to leave empty handed.

NEU  
My only improvement would be a bit quicker turn around when we submit a transportation request.



# SIMILAR COMMON THEMES

---

- Reut and LESO
  - Cannot tell if I'm going to get the property or not
  - Lack of photos and descriptions ...worse than ever
- Training
  - New systems
  - Paperwork and turn-in requirements
- Customer Wait Times
  - Appointments
  - ETID approvals
  - EDOCs copies
- Low staffing at sites



# FINAL THOUGHTS

- Overall satisfaction remains **GREEN** and above goal
  - Still lots of **RED** due to RBI – BUT Group 2 customers' responses a bit better than Group 1 (later ... some bugs worked out)
  - Themes are very consistent every time
- 
- Response rate becoming a problem